



**SC146– 2017 MY KIA CADENZA BRAKE VACUUM HOSE
SAFETY RECALL CAMPAIGN
Q & A**

April 10, 2017

Q1. What type of campaign is Kia conducting?

A1. *Kia is conducting a safety recall campaign to inspect and, if necessary, replace the Brake Vacuum Hose on certain 2017 MY Kia Cadenza vehicles.*

Q2. What vehicles are affected by the recall?

A2. *Certain 2017 MY Kia Cadenza vehicles, manufactured from 1/19/2017 through 3/6/2017.*

Q3. How many customer vehicles are affected by this recall?

A3. *Approximately 47 vehicles.*

Q4. What is the concern with the Brake Vacuum Hose?

A4. *The brake vacuum hose which connects to the brake booster may have been incompletely formed during the manufacturing process at the supplier which could result in decreased elasticity of the rubber. Decreased elasticity of the hose may make it susceptible to kinking while normal vacuum is applied to it, which could cause insufficient vacuum to be applied to the connection point to the brake booster, impacting its performance. If this condition occurs, the brake pedal may feel harder when depressed resulting in increased braking distance, which may increase the risk of a crash.*

Q5. Can you describe the recall campaign and fix?

A5. *All owners of the subject vehicles will be notified by first class mail with instructions to bring their vehicles to a Kia dealer. Dealers will be instructed to inspect and, if necessary, replace the brake vacuum hose with a new one. Kia will reimburse owners for repair expenses already incurred pursuant to Kia's General Reimbursement Plan filed March 21, 2016.*

Q6. How was the issue discovered?

A6. *Through the regular monitoring of field information.*

Q7. What should vehicle owners do when they receive the notification?

A7. *Owners should contact their Kia dealer to arrange for the repair to be performed.*

Q8. Have there been any deaths or injuries as a result of this condition?

A8. *No.*

Q9. Has Kia had any litigation regarding this condition?

A9. *No.*

Q10. Will this cost vehicle owners any money?

A10. *No. The replacement of the Brake Vacuum Hose will be at no cost to the customer.*



Q11. What about customers who may have already paid to have the Brake Vacuum Hose replaced?

A11. Owners who have incurred expense to remedy this issue prior to the date of this notice may have the opportunity to obtain reimbursement for that expense. Please mail your receipts with a cover letter directly to Kia for review and consideration at the following address:

**Consumer Assistance Center
Kia Motors America, Inc.
P.O. Box 52410
Irvine, CA 92619-2410
1-800-333-4542**

Q12. How long will the repair take?

A12. The estimated time required to complete the repair is approximately one (1) hour. The actual time, however, can vary depending on the dealer's work schedule. Therefore, scheduling an appointment is recommended.

Q13. How will owners of the affected vehicles be notified?

*A13. Kia will be notifying owners of the affected vehicles by first-class mail on **April 17, 2017**.*

Q14. Are there any restrictions on an owner's eligibility?

A14. No.

Q15. If a customer has an immediate question, where can they get further information?

A15. The customer can contact their local Kia dealership or call Kia's Consumer Assistance Center at 1-800-333-4KIA (4542), Monday through Friday, 5 AM to 6 PM Pacific Standard Time, or via the internet @ www.kia.com (Owner's Section).